



Information Systems Division

Federal Motor Carrier Safety Administration

Mission

The Information Systems Division's mission is to develop, implement, and manage integrated information systems and services in support of FMCSA programs. The Information Systems Division develops, operates, and manages FMCSA's information technology (IT) systems and infrastructure.

Within the Federal Motor Carrier Safety Administration (FMCSA), the Office of Information Management (OIM) includes an Information Systems Division that supports FMCSA Headquarters Offices, FMCSA Field Offices, State enforcement personnel, and public users of FMCSA safety and enforcement data.

The motor carrier information collected by OIM and the information systems managed by the Information Systems Division form the foundation of FMCSA's safety programs and the Agency's planning and decision-making processes. The Information Systems Division manages and disseminates safety and descriptive information on the 650,000 active commercial interstate motor carriers—truck and bus companies—operating on U.S. highways. The information is integrated into FMCSA's business, such as prioritization of enforcement activities to be conducted, and is used in assessments of existing and proposed regulations, in the production of annual statistical reports, in measuring the effectiveness of FMCSA safety programs in terms of reducing crashes involving large trucks and buses, and in a variety of analytical studies of truck and bus safety issues.

The Information Systems Division's information systems are integral to work performed in the field by the enforcement community. Examples include ASPEN, the driver/vehicle inspection software used by most States and FMCSA to collect inspection details and print inspection reports; and CAPRI, the software used for preparing on-site compliance reviews, reviews of specialized cargo tank facilities, and reviews of carriers that ship hazardous materials. In addition, the Information Systems Division uses the motor carrier information in its automated SafeStat system to support targeting of high-risk carriers and drivers and to prepare "carrier profiles," which summarize the safety and performance records of individual motor carriers.

The Information Systems Division includes almost 40 Federal employees—computer specialists, information technology specialists, transportation specialists, and data clerks—who provide information services and products in support of FMCSA's overall mission. They are supported by more than 200 full-time and part-time contractors, both on-site and off-site.

Goals

The Information Systems Division will implement information systems and technologies to support FMCSA's vision, mission, and strategic goals, as well as the President's Management Agenda and e-government initiatives, by adhering to the following standards:

- Work smarter and more efficiently;
- Be "state of the art"; and
- Avoid duplication of effort within and among government agencies.

Products and Services

Information Systems Division products and services encompass a wide range of information systems and World Wide Web sites, as well as customer assistance both online and directly through toll-free telephone service numbers and written correspondence. Some Information Systems Division systems and Web sites are for internal use by FMCSA and other authorized safety and enforcement personnel; some are available to all users (see "Public Information Systems and Web Sites"); others have both internal and public use components. Information on the Information Systems Division's Web sites is accurate and up to date and is fully accessible by users with disabilities, as required by Section 508 of the Rehabilitation Act of 1973.

FMCSA Information Systems and Internet Resources for Internal and Other Authorized Use

The **Information Systems Division Web Page** (<http://infosys.fmcsa.dot.gov>) provides overview information about the Division and its products and services and is a gateway to many of its online systems and data. Motor carrier enforcement personnel with a required user id and password can download software and documents from the site. Some of the downloads are also available to the public. A support page provides information about software maintenance and technical support—including a phone number for FMCSA Technical Support and a link to the Support Web page (<http://fmcsa-ts.dot.gov>).

The **Motor Carrier Management Information System (MCMIS)** contains all the data collected nationally about the safety fitness of commercial motor carriers and hazardous material (HM) shippers subject to the Federal Motor Carrier Safety Regulations and Hazardous Materials Regulations. It contains the following national files: (1) Census of Carriers (identification information, cargo, number of drivers and vehicles, etc.), (2) Compliance Reviews, (3) Safety Audits, (4) Enforcement Actions, (5) Driver/Vehicle Inspections, and (6) Crashes. USDOT numbers are issued from MCMIS. MCMIS data are available to authorized users from the Web page <http://mcmis.fmcsa.dot.gov>, also maintained by the Information Systems Division.

The **Licensing and Insurance System (L&I)** is used by the Information Systems Division to issue operating authority for and maintain insurance information on interstate for-hire motor carriers. Data from L&I are also available to the public through the Web page (<http://li-public.fmcsa.dot.gov>).

Query Central (QC) is a Web-based application (<https://qc.fmcsa.dot.gov>) used by investigators and law enforcement officers to retrieve targeted safety compliance and enforcement data on commercial motor carriers, drivers, and vehicles from MCMIS, L&I, PRISM, CDLIS and Mexican information systems. Using QC, Investigators can obtain summary data from multiple Information Systems Division systems through a single interface.

The **Commercial Driver License Information System (CDLIS)** serves as a clearinghouse for commercial driver license information, which can be checked by State authorities before issuing a commercial driver license and by enforcement personnel conducting inspections and reviews.

The **Investigative Systems Suite** is a collection of software systems for use by Federal and State safety inspectors and enforcement personnel. It has six components: (1) CAPRI, used by investigators to prepare on-site compliance reviews, safety audits, reviews of specialized cargo tank facilities, and reviews of carriers that ship hazardous materials; (2) CaseRite, used to facilitate the preparation of civil enforcement actions for Federal prosecution of Federal Motor Carrier Safety Regulation and Hazardous Materials Regulation violations; (3) ProVu, a viewer that allows Federal and State officials—as well as private industry users—to access and analyze data in FMCSA's standard company safety profile reports; (4) Uniform Fine Assessment (UFA), used to calculate uniform and reasonable fines for safety violations, based on the nature of the violations and the criteria set forth in the Federal Motor Carrier Safety Regulations; (5) Hazardous Materials Package Inspection Program (HMPPI), used during dock and vehicle inspections to record compliance problems related to hazardous materials packages; and (6) PCMiler, a commercial software package maintained and supported by Information Systems Division, used by field investigators for highway routing and mileage calculations to verify records of duty status.

SAFETYNET is a customized information system located in FMCSA field offices and State and provincial enforcement agencies that allows data from driver/vehicle inspections, crash reports, compliance reviews, and enforcement cases to be entered, uploaded to MCMIS, and accessed.

The **Roadside Technology Suite** includes three systems: (1) ASPEN, used by driver/vehicle inspectors at the roadside to collect inspection details and print inspection reports. ASPEN includes communication features for electronic transfer of inspection reports to the SAFER and SAFETYNET systems and for connecting to CDLIS. (2) Inspection Selection System (ISS), the primary tool used to screen commercial motor vehicles and determine whether an inspection should be conducted, based on the carrier's previous safety history. (3) CDLIS

Access software is used with ASPEN and CAPRI to retrieve driver license status or history reports from CDLIS.

The Enforcement Management Information System (EMIS) is used by FMCSA to monitor, track, and store information related to motor carrier safety enforcement activities. It is accessible to authorized users through a restricted Web page (<http://emis.fmcsa.dot.gov>).

Information Systems Division Teams

The Information Systems Division includes four program teams:

- The Field Systems Team oversees and supports the development and maintenance of, and provides technical support for, custom software that serves the needs of State and FMCSA enforcement staff.
- The Licensing Team grants operating authority to for-hire motor carriers of property and passengers, brokers, and freight forwarders domiciled in the United States, Canada, and Mexico; processes transfers of motor carrier operating authority; and processes motor carrier name and address changes.
- The MCMIS Team issues U.S. Department of Transportation (USDOT) registration numbers; processes biennial updates; develops and operates the Motor Carrier Management Information System (MCMIS) to collect, manage, and maintain motor carrier safety data; processes carrier safety ratings and assessments; and disseminates safety data to the public.
- The Network Services Team provides IT support for FMCSA Headquarters and field staff, including connectivity; e-mail, intranet hardware support and file storage on FMCSA's local area network (LAN); communication, security, and backups for the wide area network (WAN); support services for work stations, laptops, and commercial software and hardware; and a Help Desk service.

Public Information Systems and Web Sites Supported by the Information Systems Division

The Safety and Fitness Electronic Records System (SAFER)

(<http://www.safersys.org>) provides public access to carrier registration and safety data (safety rating, crash and inspection summaries, etc.), which is updated from MCMIS on a weekly basis. The site also provides links to other FMCSA Web sites, including those below.

SafeStat (Safety Status Measurement System) Online

(<http://ai.volpe.dot.gov/mcspa.asp>) is a part of the Analysis and Information Web site that displays the results of evaluations of motor carrier safety practices based on carrier safety data from MCMIS. It is a data-driven analysis system which determines the current relative safety status of individual motor carriers. A description of the algorithm and summary results by region are posted on the site.

The USDOT Number Registration (<http://usdotnumberregistration.com>)

Web site is used by companies to ensure that they are properly registered with FMCSA. From this site, companies can register and obtain a USDOT number to identify their operation; register and establish USDOT numbers for their cargo tank facilities; update their USDOT number registration information; and link to the Do It Yourself Web site, where they can obtain an MC number, update information about their MC number (name or address changes), or transfer operating authority.

Do It Yourself (<http://diy.dot.gov>) is a USDOT Web site from which public users can access FMCSA and other DOT services online. By following the FMCSA link from the site, motor carriers, brokers, and freight forwarders can apply for operating authority, request reinstatements of authority, request voluntary revocation, and apply for name and address changes. Motor carriers can also pay civil fines online, and the insurance industry can pay filing fees.

DataQs (<http://DataQs.fmcsa.dot.gov>) allows challenges to FMCSA data to be filed on the Web and directed to the appropriate FMCSA or State office for response. It also allows FMCSA staff, State staff, and public requestors to track the requests from initiation through resolution.

Frequently Asked Questions (FAQs)

(<http://www.fmcsa.dot.gov/factsfigs/faqs.asp> and <http://www.usdotnumberregistration.com/news.asp#gel>).



Information Systems Division

**Federal Motor Carrier
Safety Administration**

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phone: 202-366-4023 or 202-366-1861

www.fmcsa.dot.gov

Important Contacts

Public Callers

To apply for a USDOT registration number, update a USDOT registration number, obtain carrier profiles, or obtain safety data: <http://www.saftsys.org> or 800-832-5660.

To file for or update U.S./Canada operating authority (MC number): <http://diy.dot.gov> or 202-366-9805.

To file for Mexican operating authority (MX number): <http://diy.dot.gov> or 619-710-8400.

To determine operating authority status (licensing and insurance): <http://li-public.fmcsa.dot.gov>.

Insurance questions: 202-385-2423 or 202-385-2424.

Household goods complaints: <http://www.1-888-dot-saft.com> or 888-DOT-SAFT (888-368-7238).

Enforcement Community

For FMCSA Information Systems and Accounts Management technical support: fmctechsup@volpe.dot.gov or 617-374-5090.

For FMCSA staff desktop support: lanteam@fmcsa.dot.gov.

For computer security related incidents: lanteam@fmcsa.dot.gov.

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